

Skegness Resort

Everything you need to know before you go

HOLIDAY guide

Butlins
Altogether MORE FUN

WELCOME!

Your holiday is fast approaching, and we're looking forward to welcoming you and your family to a fantastic and memorable experience at Butlins Skegness Resort. There's so much to do and see, so, whatever the weather, you'll have a brilliant holiday.

In our experience, many of our guests have a multitude of questions about what to bring, what to expect, what's included... so we've tried to provide all the answers in this booklet.

From what to do on the day you arrive to the range of activities available for you to take part in throughout your stay, this Holiday Guide aims to help you prepare for the best break ever, so please take a few moments to read through it before you arrive.

We've tried to cover everything, but if you have any questions at all, please call our Customer Care Team on 0845 070 4754 and press 3 for Skegness Resort – we're here to help!

The Butlins Team

Although all the information in this Holiday Guide is correct at the time of going to print, the management reserves the right to change or omit items without prior notice.

TOP TIP!

We're so easy to find. Before you set off by car, turn to the back cover to find our address and postcode to plug into your sat nav. We look forward to seeing you soon!



WHAT'S INSIDE

Before you go	3
Checking in	4
Making the most of your stay	5
Activities on offer	6
Resort map	8
Eating, drinking & shopping	10
Useful Information	12
In your accommodation	14
Premier Club/Butlins Games	15
How to find us	16

BEFORE YOU GO...

Here are a few helpful things for you to know before you go. If you have any other questions, just call our Customer Care Team on 0845 070 4754 and press 3 for Skegness Resort



REMEMBER TO BRING

It's a big job to remember everything you need for a hassle-free holiday. To make things easier for you, we provide toilet rolls and bedding in all accommodation, but if you've hired a cot from the Resort, please remember to bring your own cot liner.*

Top 5 Holiday Essentials

- Holiday confirmation** – you'll need this when you check in
- Photo ID** – If you're lucky enough to look under 21, you'll need this in our Resort bars. Only a valid passport or photo driving licence will be accepted
- Medicines** – don't forget any essential prescription medication
- Towels and soap** – these are provided in Gold accommodation only
- A smile** – you're on holiday, after all!

BOOK IN ADVANCE...

CELEBRATION PACKAGES

Celebrating a birthday, anniversary or special occasion? If you would like to arrange one of our special celebration packages, please call 01754 614454 for details of the celebration packages available. A charge applies.

THE SPA

Pamper yourself with our wide range of treatments including hot volcanic stones, enjoy a reviving Atlantic Storm shower, relax in the Hydrospa, wake up with an exhilarating Cold Drench, feel the burn in the gym, or treat yourself to one of our massages – the ultimate in indulgence. To pre-book your spa treatment, call 01754 614450.

Turn to the RESORT MAP on page 8 to see where you'll be staying

* For a list of what's included in your accommodation, turn to page 14.



butlins.com



0845 070 4754

Press 3 for SKEGNESS Resort

Mon to Fri 9am – 8pm, Sat 9am – 4pm, Sun 10am – 5pm
Max call charge £5 per min from BT landline. Calls from other networks may vary.



CHECKING IN

So you've arrived on Resort – now what? Here's how to check in and get your holiday started!

CHECKING IN

On arrival at Butlins Skegness, have your **holiday confirmation** to hand. We'll direct you to a free car park and the check-in desk, where you'll meet our Welcome Team.

ARRIVING EARLY... OR LATE

Normal **check-in time** is **4pm**, but if you arrive with time to spare you can enjoy the facilities straight away while we finish preparing your accommodation. If you're late, don't panic! You can check in at Guest Services until 9pm on pre-arranged arrival days and after that at the Main Entrance to the Resort.

PREMIER CLUB MEMBERS

Check in **from 2.30pm** at the same location as Gold, Silver and Standard guests.

GOLD

Check in **from 2.30pm** in the Gold Reception situated adjacent to The Keys, Neptune Court.

STANDARD AND SILVER

Guests can check in at the following locations **from 4pm**: Silver Dinner, Bed & Breakfast at Starfish Quay, Standard Dinner, Bed & Breakfast at the Skyline

Pavilion; Silver and Standard Self-Catering at Lakeside, Oyster Bay.

GROUPS

On holiday in a group of 20 or more? Your Groups Host will contact you by letter three weeks before your holiday begins to confirm your check-in arrangements. To contact your Host on Resort, call **01754 614488**.

SPECIAL NEEDS CHECK-IN

If you need extra help when checking in, please contact our Special Needs Co-ordinators in advance of your stay by calling **0845 070 4754** and pressing **3** for **Skegness Resort** and we'll do our best to meet your requirements.

LUGGAGE

If you're arriving by car, **leave your luggage in your vehicle** until you've checked in. If you're coming by bus or coach, you can use our free Left Luggage office next to the coach park on Starfish Quay until you have checked in and collected your keys.

ENTERTAINMENT

We'll give you your **Resort Entertainments Guide** when you check in. This lists everything that's going on during your stay.

TOP TIP!

Remember, if you arrive early, your accommodation won't be available until the advertised time. But there's plenty you can do before then, so have a good wander around and enjoy!

There are so many things to see and do on Resort, so plan ahead to make sure you fit everything in

MAKING the most OF YOUR STAY

EXPLORE THE LOCAL AREA

For more great things to do and see, there are some fantastic places to visit right on our doorstep. Enjoy exploring!



- Natureland Seal Sanctuary
- The National Parrot Sanctuary
- Five Sailed Windmill, Alford
- Tattershall Castle
- Battle of Britain Museum, Coningsby
- Mablethorpe Animal Gardens
- Hardy's Animal Farm
- Lincoln and its cathedral
- Snipe Dales Nature Reserve
- Fantasy Island theme park, including Europe's largest market
- The historic town of Boston
- Gibraltar Point Nature Reserve
- Church Farm Museum
- Xsite Indoor Skate Park
- Batemans Brewery Visitor Centre, Wainfleet



butlins.com



0845 070 4754

Press 3 for SKEGNESS Resort

Mon to Fri 9am – 5pm, Sat 9am – 5pm, Sun 10am – 5pm
Mobile call charge 20p per min from 01 (landline). Calls from other networks may vary

SO MUCH TO DO

There's something fun for all the family on Resort, so why not try something new?

Get A Piece OF the Action

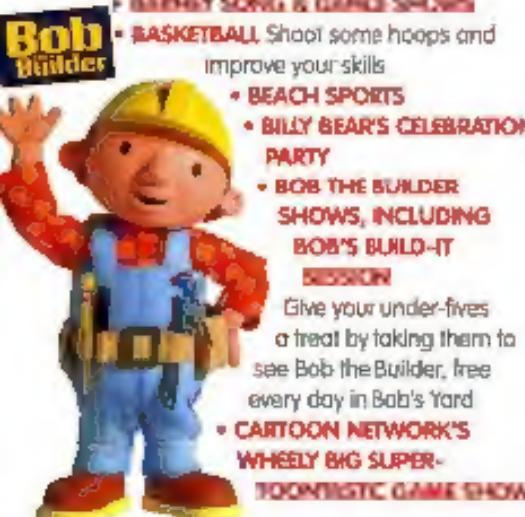
ALL this is FREE!

- ADVENTURE PLAY AREA
- AFRICAN ACROBATS
- Marvel at this high-energy troupe's strength as they perform amazing backflips, build a human tower and limbo as low as you can go
- AFRICAN ACROBATS NOW SHOW
- ANGELINA BALLERINA'S DANCE CLASS
- ARTS & CRAFTS ACTIVITIES
- Get creative with a session of imaginative, crafty fun

- BARNEY SONG & DANCE SHOW
- BASKETBALL
- Shoot some hoops and improve your skills
- BEACH SPORTS
- BILLY BEAR'S CELEBRATION PARTY
- BOB THE BUILDER SHOWS, INCLUDING BOB'S BUILD-IT SESSION

Give your under-fives a treat by taking them to see Bob the Builder, free every day in Bob's Yard

- CARTOON NETWORK'S WHEELY BIG SUPER-TOONISTIC GAME SHOW



TOP TIP!

Spoilt for choice? We'll help you plan your activities by providing you with an up-to-date Entertainment Guide on arrival, showing when and where everything happens

SO MUCH TO DO

ADVENTURE WATERPARK

- SPLASH WATERWORLD
- Bask in a sub-tropical climate, plunge down adrenalin-rush flumes, take the rip-curls of the wave machines, or have a relaxing float in the bubble pool

STORYBOOK PANTOMIME

- STORYBOOK THEATRE
- PUPPET SHOWS
- SUPERSLAM WRESTLING
- Watch muscle-bound giants battle it out – knockout entertainment!
- TENNIS
- TOUCH RUGBY
- TRAMPOLINES
- TRIBUTE BANDS
- UNI HOCKEY
- VOLLEYBALL



MASTER BLASTER WATER RIDE

Surf the rapids and take a soaking on this thrills-and-spills ride

- MINI FUNFAIR FOR UNDER-FIVES
- NETBALL
- PINGU'S CHILL ZONE (WITH BEDTIME STORY)
- PINGU'S FUN FITNESS
- PUPPET CASTLE
- ROCK THE COUNTRY SHOW
- Country with a rock edge for top hoedown
- ROUNDERS
- SAMBA DRUMMING
- SHORT TENNIS
- SKYLINE GANG SHOWS
- SNOOKER
- SOAP OR SOAK KARAOKE



ACTIVITIES AVAILABLE FOR AN EXTRA COST

- ADVENTURE GOLF
- Improve your handicap with a round of crazy golf
- AMERICAN POOL
- ARCADE GAMES
- BOB THE BUILDER'S TEA-BREAK PARTY
- BOUNCY CASTLE
- Fun for the little ones
- CINEMA
- See the latest
- blockbusters or on ABC cinema
- FACE PAINTING
- FAMILY HIRE
- BICYCLE HIRE
- Explore the resort on a family bike-ride
- GO-KARTING
- INTERNET ROOM
- Catch up on your emails or surf the net

- LASER GAMES
- NURSERY
- PANTOMIME FOR GOLD
- PINK PARTY WITH SPONGE BOB
- ANGELINA BALLERINA
- THE SPA
- Relax and be pampered like royalty with all kinds of treatments
- Total indulgence
- SPLASH WATERWORLD
- ACTIVITY NIGHTS
- Learn to swim or try your skill at riding an Aqua Glider
- SWIMMING LESSONS
- TEN-PIN BOWLING
- Hit the lanes of Hotshots or watch the football on our big-screen TV



0845 070 4754
Press 3 for SKEGNESS Resort

Mon to Fri 9am - 4pm, Sat 9am - 4pm, Sun 9am - 3pm
Please call 24 hours 24 days a year from 0845 070 4754. Calls may vary.



We don't want you to get lost on Resort, so use this map to find where your accommodation is – you won't want to miss a thing!

TOP TIP!

Butlins is just like a village, with all the facilities you'll need during your holiday. And if you feel lost, just look for the white peaks of the Skyline Pavilion – we'll see you there!



butlins.com



0845 070 4754

Press 3 for SKEGNESS Resort

Mon to Fri 9am – 8pm, Sat 9am – 4pm, Sun 9am – 5pm
Most call charges apply, min from 10p (midline). Calls from other networks may vary

EATING & DRINKING

Whether you love cooking for the family or enjoy eating out, Skegness Resort has plenty to suit every taste



DINNER, BED & BREAKFAST

If you take the easy option and dine with Butlins for the whole of your stay, you'll get plenty of choice and pay just one price. Our huge breakfast choice includes full English and Continental, and for our three-course dinners, you can choose from a wide range of food such as Explorers world cuisine, Mr Potato kids' meals and The Salad Bar healthy option. Soft drinks, tea and coffee are all included. Dinner will be served until 6pm. On the day of your arrival, the restaurants will be open longer – until 7pm.

THE YACHT CLUB

Gold Dinner, Bed & Breakfast guests can enjoy a three-course meal in our dining room, which features gourmet dishes and classic favourites and an assisted buffet service with dedicated Team Members to look after you. The dining room is also open to self-catering guests.

SELF CATERING, OR JUST FANCY A MEAL OUT?

If you've chosen to cater for your own meals while you're on Resort, there's so much choice. Of course, you can shop at Everydays Supermarket and cook for yourself, but if you fancy eating out for a change, there's a variety of restaurants and cafés available.

TOP TIP!

Dinner, Bed & Breakfast costs from just £10 extra per person per night!

BURGER KING

Drop by for a classic flame-grilled burger and chips from this family favourite.



THE FRONT ROOM

Sit back and enjoy a leisurely latte, pastry or light snack and the morning papers in The Front Room.

FINNIGAN'S FISH & CHIPS

What could be a better match for a holiday by the seaside than this true British classic?

PAPA JOHN'S Grab a slice of your favourite pizza. There's a mouth-watering lunchtime buffet, great salad bar and brilliant ice-cream factory.

SUN & MOON

Choose from an extensive selection of drinks and traditional meals in our newly refurbished family pub.

FAMILY FRIENDLY

Our restaurants offer free highchairs, buggy stations, baby food (with microwaves available to warm it!), cutlery, bowls, bibs and bottle-warming stations.

DRINKING

BAR ROSSO Relax with a cocktail, glass of wine or a beer, or enjoy a coffee in the heart of the Skyline.

SMOKING AREAS

 Smoking is not permitted in any of our buildings, including the restaurants, bars and licensed areas. Guests are welcome to smoke in the designated smoking areas located outside Centre Stage and the Sun & Moon pub.

CENTRE STAGE AND REDS These entertainment bars provide a big selection of drinks for the whole family to enjoy.

HOTSHOTS Have a game of ten-pin bowling or American pool in our sports bar.

JACKS Dance the night away at our lively over-18s DJ disco bar.

SUN & MOON The perfect local.

SHOPPING

EVERDAYS SUPERMARKET

Great-value day-to-day supplies.

INTERNET CAFE Keep connected to the outside world with fast Internet access (a charge applies).

MEGA TREATS Sweets and ice cream.

THE OUTLET STORE Newspapers, magazines and holiday essentials, as well as gifts and sportswear.

PHOTOCALL Print out your memories.

TOYBOX The kids' favourite.

TREASURES GIFT STORE Where you'll find something for everyone.

REMEMBER TO BRING ID

Please be advised that if you look under 21, proof of age may be requested in any of our licensed venues. Only a valid passport or photo driving licence will be accepted.



butlins.com



0845 070 4754

Press 3 for SKEGNESS Resort

Mon to Fri 9am – 8pm, Sat 10am – 8pm
NHS call charge. 24hr helpline from 0845 101 1000. Call from after November 2004.

Useful Information

ACCOMMODATION TYPES

Whether you've chosen Standard, Silver or Gold, see what's included in your accommodation on page 14 and check the map on page 8 to find out where your accommodation is on Resort.

CHANGING YOUR BOOKING

If you'd like to extend your stay or upgrade your accommodation, please call us before you arrive on **0845 070 4754**, pressing **3 for Skegness Resort**, and we'll do our best to meet your requirements.

ENVIRONMENTAL POLICY

Butlins is committed to minimising our impact on the environment and with your help, we can make an even bigger difference. Towels (where provided) and bed linen are not laundered until after your departure. TV remote controls are not provided, so guests turn off their TVs when not in use. Recycling bins are available for your rubbish. Please help us to be greener.

LINEN AND TOWELS

Linen is provided in all accommodation types. In Gold, towels and soap are also included. Towel packs are available from The Hire Shop on Resort.

Any questions?
Here's where you'll
find the answers

GUEST SERVICES

Need information or help with anything? Our **Guest Services Team** is happy to help. See your Resort map on page 8 for how to find them. If you need anything outside of opening hours, just contact our Resort Security Team on our 24-hour Security Support Line by calling **01754 769653**.

GUESTS WITH SPECIAL NEEDS

We want to make sure every one of our guests has a comfortable and enjoyable stay. So if you or a member of your party has special needs, please make sure we're aware of this when you book and before you arrive on Resort. Simply call us in advance on **0845 070 4754**, pressing **3 for Skegness Resort**, to discuss your specific needs and we will send you our Special Needs Information Leaflet. Complete and return this to us so that we can ensure we do everything we can to meet your needs.

THE HIRE SHOP ON RESORT

You can hire a variety of items, including towels, family fun bikes, wheelchairs, scooters and lots more. Arrange through The Hire Shop by calling **01754 614408**.

TOP TIP!

Turn the page to look up your accommodation type and find out everything that's included in your room or apartment. You don't want to miss packing something crucial!

FIRST AID AND MEDICAL HELP

Trained first-aiders are on Resort every day. Please contact **Guest Services**. Should you require medical assistance while on Resort, please contact **Guest Services** who will be able to advise. In the event of an emergency, and when **Guest Services** is closed, please contact **Security** on **01754 769653**.

MONEY

There's so much included in the cost of your Butlins break, but, of course, you'll need some spending money while you're with us. You'll find a number of **cash machines** situated around the Resort. There is a small charge for using them. **Cashback** is also available at some of the Resort shops, including The Outlet, Everydays Supermarket, Treasures Gift Shop and Toybox. Gold Apartments offer the benefit of **personal safes**.

SAFETY

Providing a safe and secure holiday environment for all our guests has always been a priority of Butlins. So that you can enjoy your break with complete peace of mind, we maintain a **CCTV system** that's monitored by our specially trained Resort Security Team.



NURSERY

We provide fully trained nursery nurses in a clean, safe environment so Mum and Dad can relax while their little ones are looked after. Ages up to five years. A charge applies for this facility. Call **0845 070 4754** and press **3 for Skegness Resort** for details and opening times.

TEXT MESSAGING SERVICE

We offer our guests an easy-to-use text messaging service that delivers **assistance straight to your phone**. You'll find details on how to use this convenient service in your accommodation.



butlins.com



0845 070 4754

Press **3 for SKEGNESS Resort**

Mon to Fri 9am - 4pm, Sat from 10am, Sun 9am - 5pm
May call charge 10p per min from BT landline. Calls from other networks may vary.



WHAT'S INCLUDED

IN Your ACCOMMODATION

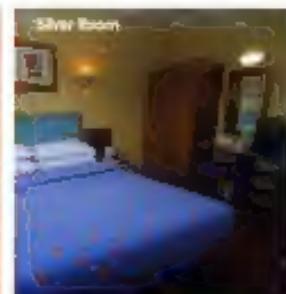
Whether a self-contained apartment or hotel-style room, your accommodation is kitted out with a range of amenities to make your stay more enjoyable. These tables list just some of the things you'll find – for a complete rundown of what's included, visit butlins.com

YOUR APARTMENT	SILVER ROOMS	STANDARD ROOMS
Car speaker	✓	✓
Chopping board	✓	✓
Crockery	✓	✓
Cutlery	✓	✓
Fridge	✓	✓
Frying pan	✓	✓
Glassware (jubblers & wine glasses)	✓	✓
Grill pan	✓	✓
Kettle	✓	✓
Kitchen utensils (measures, knives, etc.)	✓	✓
Microwave	✓	✓
Pots & pans	✓	✓
Scales	✓	✓
Toaster	✓	✓
Clothes lines	✓	✓
Cover hangers	✓	✓
Dustpan & brush	✓	✓
Hairdryer	✓	✓
Iron	✓	✓
Knitting board	✓	✓
Personal safe	✓	✓
Towels	✓	✓
Tea/coffee pack	✓	✓
Toilet rolls x 2	✓	✓
Breakfast pack including sugar, shower gel, shampoo & body lotion	✓	✓
Welcome Kitchen Pack including tea towel, sponge, cloth & washing-up liquid	✓	✓

DON'T FORGET...

All apartments (see table above) at Butlins Resorts have a living room and kitchen area with cooker, fridge and everything you'll need. For Family Breaks, we provide a Butlins Welcome Kitchen Pack, with a tea towel, scourer, washing-up liquid, and dish cloth. Check your holiday confirmation to see if you've booked an apartment.

YOUR ROOM	SILVER ROOMS	STANDARD ROOMS
Bath mat	✓	✓
Clothes airer	✓	✓
Cover hangers	✓	✓
Ironing board	✓	✓
Knife	✓	✓
Mugs	✓	✓
Turnovers	✓	✓
Tea/coffee pack	✓	✓
Toilet rolls x 2	✓	✓



BEST OF BUTLINS

Get Booking!

Talk to us about your next holiday – plan ahead and get great deals

Our holidays get booked up fast, so guarantee your place by booking again before you leave. Our friendly Holiday Booking Shop advisers will help you choose the perfect break for you and your friends and family. Ask about our fantastic Group offers (20+ more guests). To confirm your break, you just need to put down a small deposit (from £15 each!) and you'll guarantee yourself a range of exclusive offers into the bargain. And we promise that if you see it cheaper before you arrive, we'll refund the difference.*



Holiday Booking Shop

100% MONEY BACK GUARANTEE

LOCATED IN SKYLINE PAVILION (NEXT TO BUTLINS KIDS)

* Self Catering deposit based on half sharing. Applies to holidays more than eight weeks away.

* Terms and conditions apply. Please see the full Butlins brochure or ask at the Holiday Booking Shop for more details.



HAVE A FLUTTER

Fancy a flutter? Now over-18s can play poker, bingo or arcade games at home with our new gaming websites

Love to roll the dice, cut the deck or spot a bluf? Then Butlins new gaming websites are for you. At butlinsgames.com you can enter our casino, bingo hall or poker games, virtually Spin the roulette wheel, try your hand at Blackjack or play our slot machines at butlinscasino.co.uk. Log on to butlinspoker.co.uk to play poker with players all over Europe. Or get those eyes down for a full house for as little as 10p at butlinsbingo.co.uk.

Check out the site and we'll give you £2-worth of free bingo games – up to 20 free games! Your code to claim is FAM8.



JOIN THE PREMIER CLUB

Come to Butlins three or more times in a three-year period and you can join the Premier Club, with these exclusive benefits:

BEST HOLIDAY OFFERS

PLUS AN EXTRA 5%

LOYALTY DISCOUNT*

- EARLY CHECK-IN AT 2.30PM
- HELPFUL ADVICE FROM YOUR PREMIER HOST
- PREMIER CLUB MAGAZINE

INVITATION TO ANNUAL GALA DINNER†

ON-RESORT SPENDING VOUCHERS**

- ONE EXTRA FREE PLACE FOR GROUPS OF 20+
- POP IN TO THE HOLIDAY BOOKING SHOP TO FIND OUT MORE!

* Applies to Butlins holidays only. Excludes full price holidays and third-party promotions.

†Small additional charge for self-catering guests.

** For Gold and Silver Premier members.



0845 070 4754

Press 3 for SKEGNESS Resort

Mon to Fri 9am – 5pm, Sat 9am – 4pm, Sun 10am – 3pm
While stock lasts. Call 0845 070 4747 for details. Call 0845 070 4747 for details.

The Feel-Good Factor



Take time out to pamper yourself with a visit to the Spa at Butlins Skegness. Our experts offer a full range of treatments, from soothing facials to relaxing massages.

Try our Spa Experience and spend two hours unwinding. There's the hydrotherapy pool, Crystal Steam Room and sauna, and the invigorating power of the Atlantic Storm Shower to discover. And if you've got the energy, swim some laps in our 20m pool or work out in the fitness suite.

Or for total indulgence, why not book a complete Spa break, which includes two spa sessions, spa treatment and two nights' Dinner, Bed & Breakfast Gold accommodation.

Extra charge applies. For more information, or to make a booking, call 01754 614450 or visit butlins.com

We're EASY to FIND

RESORT ADDRESS

Butlins

Roman Bank

Skegness

Lincolnshire PE25 1NJ

Call 01754 762311

Directions are also available on our website, butlins.com

BY CAR

Simply follow the A52 Skegness to Mablethorpe, the Chapel St Leonards and Ingoldmells Road. We're about three miles from Skegness.

BY COACH OR TRAIN

If you're coming by train, there's a bus service between Skegness Railway Station and the Resort. By coach, you'll arrive at our special coach park or the Resort's Main Entrance, where we will be waiting to meet you.

BY TAXI

Our local recommended service is Red Cabs on **01754 765555**.



butlins.com



0845 070 4754

Press 3 for SKEGNESS Resort

Mon to Fri 9am - 8pm, Sat 9am - 6pm, Sun 9am - 5pm
Max call charge 2p per min from BT landline. Calls from other networks may vary